

GM CUSTOMER CARE AND AFTERSALES  
DCS3206  
URGENT - DISTRIBUTE IMMEDIATELY

Date: June 27, 2014

Subject: Upcoming Safety Recall – Electric Power Steering  
Reimbursement Labor Operations

Models: All 2004-2005 and some 2006, 2008-2009 Chevrolet Malibu  
All 2004-2005 and some 2006 Chevrolet Malibu Maxx  
Some 2009-2010 Chevrolet HHR (non-turbo)  
Some 2010 Chevrolet Cobalt  
Some 2008-2009 Saturn Aura  
All 2004-2007 Saturn ION  
All 2005 and some 2006, 2008-2009 Pontiac G6  
Serviced Parts Installed Under Safety Recall 10023 Prior to May 31, 2010

To: All Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and  
Service Director, Parts Manager, Used Vehicle Sales Manager,  
and Warranty Administrator

On March 31, 2014 dealers were advised of a safety recall that involves all 2004-2005 and some 2006, 2008-2009 Chevrolet Malibu, all 2004-2005 and some 2006 Chevrolet Malibu Maxx, some 2009-2010 Chevrolet HHR (non-turbo), some 2010 Chevrolet Cobalt, some 2008-2009 Saturn Aura, all 2004-2007 Saturn ION, all 2005 and some 2006, 2008-2009 Pontiac G6, and serviced parts installed under Safety Recall 10023 prior to May 31, 2010.

The subject vehicles equipped with electric power steering (EPS) may experience a sudden loss of power steering assist that could occur at any time while driving. If the power steering assist is lost, a message is displayed on the Driver Information Center and a chime sounds to inform the driver. Steering control can be maintained, as the vehicle will revert to a manual steering mode, but would require greater driver effort at low vehicle speeds, which could result in an increased risk of a crash.

GM is still working with suppliers to obtain the required parts as soon as possible. Recall bulletins are expected to be released in the near future.

To assist customers who may have already experienced and paid for this condition the following customer reimbursement labor operations have been released.

**Bulletin number 14115:**

Model and Model Years: 2004-2007 Saturn ION vehicles  
2009-2010 HHR (non-turbo)  
2010 Chevrolet Cobalt  
Service Parts

Dealers are to replace the power steering motor.

Reimbursement labor operation 9100453

**Bulletin number 14116:**

Model and Model Years: 2004-2006 Chevrolet Malibu/Malibu Maxx  
2005-2006 Pontiac G6  
2008-2009 Chevrolet Malibu, Pontiac G6 and Saturn Aura  
built from 3-1-08 thru 6-27-08

Dealers are to replace the torque sensor assembly.

Reimbursement labor operation 9100458

**Bulletin number 14117:**

Model and Model Years: 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built  
from 2-1-08 thru 2-28-08

Dealers are to replace the torque sensor assembly and power steering motor controller unit.

Reimbursement labor operation 9100551

**Bulletin number 14118:**

Model and Model Years: 2008 Chevrolet Malibu, Pontiac G6 and Saturn Aura built  
from 10-1-07 thru 1-31-08

Dealers are to replace power steering motor controller unit.

Reimbursement labor operation 9100461

Note: A special coverage (GM bulletin number 14119) will be implemented for MY 2006-2008 and early production of 2009 Chevrolet HHR (non-turbo) and MY 2003 Saturn ION to provide EPS Motor replacement for the life of the vehicle.  
Reimbursement labor operation number 9900031.

END OF MESSAGE  
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